

MANUFACTURING EXTENSION PARTNERSHIP

Success Stories from the Field

Specialized Technical Services (STS)

Ohio Manufacturing Extension Partnership

ISO Certification Wins Large Foreign Defense Contract!

Client Profile:

Formed in 1991 to provide engineering support for the Department of Defense, Specialized Technical Services (STS) today provides innovative electro-optical solutions for military and law enforcement night operations. Located in Beavercreek, Ohio, this wholly owned subsidiary of The O'Gara Group employs approximately 30 employees and has more than \$10 million in annual sales and operates a 12,000 square-foot facility that includes offices, lab and production spaces and a 1,200 square-foot clean room. In 2000, STS established an office in the United Kingdom to serve European countries.

Situation:

Successful in complying with U.S. military and Department of Defense standards and requirements, STS Inc. recognized that ISO certification was fast becoming a critical component due to the fact that a large part of the companies targeted sales growth potential was with international customers. STS Inc. contacted TechSolve, a NIST MEP network affiliate, for help.

Solution:

TechSolve engineers assisted STS Inc. in implementing its ISO 9000 certification program. Work began with a step-by-step assessment utilizing Value Stream Mapping for each area of the STS production cycle. TechSolve then identified key corrective actions and consulting insight to implement corrective recommendations. STS Inc. found that it was not only able to improve production, but also redefined itself through a new higher level of service and customer relations by centering its operations and communications around their customers needs. This deeper appreciation for customer service provided a new competitive edge. Since undergoing the ISO 9000 process, opportunities at STS Inc. have broadened. The company was recently awarded a large contract with the Defense Ministry of Italy and it is in the process of competing for several more large international proposals.

Results:

- * Increased and retained sales by \$7 million.
- * Produced a cost savings of \$150,000.
- * Realized \$55,000 in new investment.
- * Achieved a more competitive and profitable position.
- * Awarded new international contract.
- * Created 15 new jobs and anticipate additional job creation based on the successful acceptance of new proposals.

Testimonial:

www.mep.nist.gov



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"With the assistance from TechSolve, we gained a new high level of competence and an understanding and appreciation for communication flows. Now our team responds even more successfully to customer requirements, which in turn is helping us to land new business."

Robert Lupini, Executive Vice President